

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS BR201344 NOVEMBER 5, 2013



Nursing Facility Satisfaction Survey Webinars Scheduled in November

The Family and Social Services Administration (FSSA) cordially invites you to participate in an informational webinar regarding the reports generated from the Nursing Facility Satisfaction Surveys conducted earlier this summer. The webinar will be hosted by Press Ganey, the vendor that performed the resident, family member/friend, and employee satisfaction surveys. The webinars will be conducted at the following times:

- Thursday, November 7, 2013, at 2 p.m. Eastern Time (ET)
- Friday, November 8, 2013, at 9:30 a.m. ET
- Tuesday, November 12, 2013, at 2 p.m. ET
- Friday, November 15, 2013, at 9:30 a.m. ET

To best accommodate all participants, registration for the webinar is required. Press Ganey will send each nursing facility an email with registration instructions. Please contact Julia Seres with Press Ganey at Julia.seres@pressganey.com or (312) 610-5202 if you do not receive an email invitation and wish to participate. Press Ganey will email your facility-specific reports beginning November 4, 2013. During the webinar you will receive information about the survey outcomes and the reports you will be receiving.

If you have any questions, please feel free to contact Karen Filler with the FSSA Division of Aging at (317) 232-4651.

MORE IN THIS ISSUE

- [FFS prior authorization process and form changes were effective November 1](#)

FFS prior authorization process and form changes were effective November 1

The Indiana Health Coverage Programs (IHCP) announced changes to the fee-for-service (FFS) prior authorization (PA) process in [IHCP Bulletin BT201349](#), dated October 17, 2013. Modifications to the *IHCP Prior Authorization Request Form* (the universal PA form) were included in the changes outlined in the bulletin and a copy of the revised form was attached. The version of the form that was attached to the bulletin contained errors, which were subsequently corrected and posted to the [Forms](#) page at indianamedicaid.com, for use effective November 1, 2013. To ensure the proper form is used, providers should always access forms directly from the website.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278.

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